**ENDOSCOPY USERS’ GROUP MEETING TEMPLATE**

**AGENDA**

Meetings should be held quarterly as a minimum but may be more frequent i.e. ahead of a JAG visit or where there are significant issues to discuss.

**Date:**

**Time:**

**Location:**

**Chairperson:**

1. **Welcome**

**2. In attendance.** This should include clinical (medical, nursing, trainees) managerial, decontamination and administrative representation. Good practice would be to state the roles of each as evidence of representative attendance.

**3.** **Apologies.**

**4.** **Minutes of last meeting.** This should include discussion of actions from the last meeting. Minutes should be sufficiently detailed to be able to present them as a true representation and evidence of the discussion held.

**5. Standing agenda items.** Discussion of the following at each EUG and acknowledgement if not discussed and carried over. If detailed discussion was at another forum i.e. clinical governance or user group minutes should signpost to the relevant meeting minutes where it was discussed.

* **Waiting list position.** Current position and any associated booking issues and strategies.
* **Training**. Discussion on the current training position and any issues/actions required.
* **Audits including KPIs.** Discussion on the outcomes and action of any audits undertaken in the quarter as identified in your audit timetable. Refer to the audits and adverse events monitoring guidance for the complete list.
* **Compliments/complaints.** Discussion of any complaints should not include any patient identifiable details but outline the case, ongoing investigation or outcome and learning if the case is closed.
* **Adverse incidents.** Discussion should include relevant details and outcomes and learning if applicable.
* **Decontamination.** Should include discussion on any identified issues, policy changes or audits.
* **Patient survey.**  Discuss where new data is available including family and friends test but should have at least an annual discussion on survey outcomes.
* **Staff survey.** Discuss where new data is available but should have at least an annual discussion on survey outcomes.

**6. Any Other Business.** Each representative group should have the opportunity to discuss any other business not included in the standing agenda. AOB should preferably be forwarded for inclusion ahead of the meeting, as it may need to be listed as a separate agenda item. Items may include (not an exclusive list) issues or changes around:

1. Workforce
2. Service improvement including quality initiatives
3. Environment including the patient pathway
4. Equipment including endoscopes and accessories

**7. Date and time of next meeting.**  Minutes should be typed and distributed as soon as possible and recirculated with the agenda ahead of the next meeting. Examples of good practice include a rolling EUG action plan with the minutes with a timeframe and nominated lead for completion of each action.